

# NOT QUITE WHAT YOU WERE AFTER?

**DON'T WORRY, RETURNS ARE EASY! SEE BELOW**

## HOW TO MAKE A RETURN: VIA POST



### 1. Fill out this form

Don't forget to fill in your name, phone number and order number. If you would like to swap the product size, please indicate required size.



### 2. Jump online

- Visit <https://rossiboots.com.au/shipping-and-returns>
- Select the options relevant to you.
- Faulty item? Call us first on 1300 727 355



### 3. Pack your item(s) for return

- Don't forget to include this form.
- Place your label on your box/satchel.
- Goods must be unworn, unused and with original tags.



### 4. Processing

- We'll check the item(s) to see if our returns policy has been met.
- Should the returned item(s) not meet our Returns and Exchange Policy, your items will be sent back to you.
- If we have sold out of the size you require in exchange, a refund will be processed.
- Please allow 3 days for processing after we receive your return.



## IN STORE



### 1. Drop in store

- Take your item(s) to the Rossi Boots Kilburn, South Australian store.
- Goods must be unworn, unused and with original tags.



### 2. Provide proof of purchase

Don't forget to bring your Tax invoice (check your emails).



### 3. Processing

If the returns policy has been met, we'll offer you a refund or an exchange in-store, on the spot.

Please note, online Afterpay orders cannot be refunded in-store.

**NAME**

**PHONE**

**ORDER NO.**

### PRODUCTS RETURNED; RETURN CODES:

1 = TOO BIG 2 = TOO SMALL 3 = DOES NOT SUIT 4 = OTHER (STATE REASON)

QTY	PRODUCT NAME	COLOUR	SIZE	RETURN CODE	FURTHER INFO	REFUND OR SEND ME SIZE	
eg. 1	303 ENDURA	CLARET	13	1	TOO BIG	REFUND OR	SIZE
						REFUND OR	SIZE
						REFUND OR	SIZE
						REFUND OR	SIZE
						REFUND OR	SIZE
						REFUND OR	SIZE
<b>FURTHER COMMENTS</b>							